What is Instant Meeting?

Instant Meeting is an audio conferencing service that comes with U.S. and Global access numbers for unlimited Reservationless calling for up to 300 persons. Instantly coordinate worldwide audio meetings and complete your business needs. Invite participants to dial in from their office, home or cell phone —from anywhere in the world, anytime.

How do I use Instant Meeting?

1. Distribute the dial-in numbers and participant passcode to invited conference participants.
2. Call your dial-in number and enter your unique moderator passcode.
3. Begin your meeting.

I just received my Welcome Email. What is the difference between the Conference ID number and the Client ID number?

The **Conference ID** – is a unique identifier for the set of passcodes (moderator/participant) and features that make up an assigned conference. Moderators who have multiple conferences will have a separate conference ID for each conference. Multi-conference moderators must provide NASA support organizations the Conference ID to identify a specific conference.

The **Client ID** – is distinct number that identifies the meeting moderator. All moderators have a single Client ID regardless of the number of conferences that have been provisioned to their account. The Client ID must be provided to NASA support organizations when requesting help with an active conference.

How do I reach customer service if I need help during the call?

At any time during the call, press *0 from anywhere around the globe and you will be connected to an operator.

How many participants can be invited to my meetings?

The moderator can invite up to 300 participants to an audio conference call.

How do I invite participants to a meeting?

Create a meeting in Outlook and copy and paste your new phone number and participant passcode in the meeting invitation.

How do I join an audio conference?
There are three different ways to connect to an audio conference:

1. A North America toll or toll-free number
2. An international local access number
3. An international toll-free (ITF) number

What is the difference between Toll and Toll Free numbers?
NASA recommends using the Toll Free numbers. Dialing the Toll Free number will not incur any additional long distance charges. A Toll number can be accessed from anywhere in the world; however, standard long distance charges will apply.

What features are available to the moderator and participants?
Instant Meeting Audio Conferencing has many options to help make your meetings more productive and meaningful to your participants. Basic audio controls using your phone keypad include volume control, mute/unmute, recording and more. A list of touch tone commands are available on the CSO website Instant Meeting page: https://cso.nasa.gov/content/instant-meeting

Where should I go to find the locations and dial in number currently available to me?
To view all available countries, locate your Welcome Email. All locations and dial-in numbers are listed at the bottom of the page.
Note: These numbers are the only ones that work with your Global and Global Enhanced Authentication account. If you dial into any other numbers, you will not connect to the conference. A list of all Global and Global Enhanced numbers are located on the CSO website.

When should I use an international toll free number?
When available, International toll-free (ITF) is one of the best options to access an Instant Meeting audio conference. ITF ensures you will not incur any long distance charges. Please note that ITF numbers only work in the country of origin. For Example:
- I am in London, UK…there is an ITF number for the UK, which makes connecting quick and easy.
- I am in Liverpool, UK…there is an ITF number in UK. This makes connecting quick and easy. You don't pay any additional long distance charges…it's already included in the per-minute rate.

- I am in Estonia…there is no ITF number in Estonia. I cannot dial the UK international toll-free number. Two available options are local access and international dial-out.

Is one option better than the next… local access vs. ITF?

There are no rules on which option is best. Use what works best for you and your participants. For example…if you or your participants are in Estonia, and you prefer to dial the UK local access number, that is the best option. There is still international dial-out, but in this example local access was chosen.

My participants tried using an ITF number and can't get through. What should they do?

Telecom regulations vary globally which occasionally makes it difficult to dial ITF numbers. For example, the ITF numbers may not be enabled to accept cell phones. As an alternative, CenturyLink offers Local Access. For Local Access, dial the local number that is closest to your location. (Ex. Finland would call the London or Paris local number.)

Call participants can also call the ESD Helpdesk (1-877-677-2123) for assistance.

What are the basic rates for Domestic, Global and Global Enhanced conference calls?

- For participants in the US calling a Domestic (1-844-IMS-NASA) or Global/Global Enhanced (1-844-IMS-INTL) conference, the per minute access and conference bridge rate is the same regardless of the type of conference.

- Participants in a non-US country that use the vendor provided <u>toll free access number</u> for the Global/Global Enhanced conference to join a conference are not billed for the call. The conference bridge and access costs are billed to NASA. The access charges vary by the country of origin.

- Participants in a non-US country that use the vendor provided <u>toll number</u> for the Global/Global Enhanced conference to join a conference are billed per minute for that country's toll access charges (charges vary by the country of origin) and NASA is billed for the conference bridge charges (these bridge charges are the same regardless of Domestic or Global/Global Enhanced).

Should I use my Instant Meeting phone number for a two-party call/meeting?

We recommend calling that person directly for two-party calls. Your conference bridge is designed for multi-party conferences. If you're only meeting with one person, call them directly via long distance.

I have a monthly 8 hour conference call. Is it possible to facilitate this meeting without any interruptions?

As a cost saving effort, the vendor runs periodic bridge checks to ensure that the bridge has no hung lines or people haven't walked away from the conference leaving the phone line open. An announcement (aka Call Prompt) is played into the conference after 1 hour 15 minutes asking the participants to "Press 1" to continue the conference. If there are 3 or more individuals on a call, the announcement will play 3 hours 15 minutes into the call.

Note: The meeting moderator has 20 seconds to press "1" for the conference to continue. If the bridge does not detect the digit "1", the conference will be silently terminated approximately 20 minutes past the top of the hour.

See the schedule below for the prompt time intervals:

+1:15 hours (only if <=2 participants)

+3:15 hours

+5:15 hours

+7:15 hours

(Repeat every 2 hours)

I always receive an email with a conference report after my audio conference calls. How do I turn off/disable the report?

Meeting moderators have two options for disabling post conference reports. Moderators can access the web tool (https://voicetelecon.nasa.gov) by using their PIV card or RSA Secure Token. The other option is to call the ESD Helpdesk and they will direct the moderator to the NTC and they will disable the conference report option.

**I want to start using the in-conference moderator tools on
https://voicetelecon.nasa.gov. Why do I have to use my PIV
Smart Card to login?**

ICAM requires two-factor authentication. Acceptable forms of authentication are Personal Identity Verification (PIV) or RSA SecurID token. The purpose of two-factor authentication is to fulfill the NASA mandate CSO/NICS/IMS Proxy Servers which are integrated with ICAM using Siteminder Web Agent.